WHAT IS CLAIMED IS:

1. An adaptable user interface selection system comprising:

a criteria evaluation module operable to receive a request for a user interface dialogue model for a dialogue node within a communication action, the criteria evaluation module in communication with a criteria scoring matrix;

the criteria scoring matrix comprising a criteria weight module, a criteria score module; a dialogue scoring module; and a dialogue selection table, the criteria scoring matrix in association with an interface criteria library and a criteria score library;

the criteria weight module operable to receive one or more criteria weights from the associated interface criteria library;

the criteria score module operable to receive one or more criteria scores from an associated criteria score library;

the dialogue scoring module operable to calculate the dialogue score by calculating the sum of the one or more criteria weights multiplied by the respective one or more criteria scores;

the dialogue selection table having two or more dialogue score ranges corresponding to two or more dialogue types;

a selection module operable to compare the dialogue score calculated by the dialogue scoring module with the dialogue selection table to select a dialogue type;

a user interaction module operable to monitor the successfulness of the selected dialogue type; and

a feedback module in communication with the user interaction module and operable to selectively adjust the dialogue selection table, the one or more criteria weights, and the one or more criteria scores.

2. An adaptable user interface selection system comprising:

a criteria evaluation module operable to receive a request for a dialogue model from a dialogue node within a communication action;

a criteria matrix in communication with the criteria evaluation module operable to receive a plurality of criteria weights and a plurality of corresponding criteria scores corresponding to a plurality of selection criteria;

the criteria matrix further comprising a dialogue scoring module operable to calculate a dialogue score by calculating the sum of the plurality of criteria weights multiplied by each of the corresponding plurality of criteria scores; and

the criteria matrix including a dialogue selection table having two or more dialogue score ranges corresponding to two or more dialogue types.

3. The selection system of Claim 2 further comprising:

a criteria weight library including the plurality of selection criteria, each selection criteria having an associated criteria weight;

a criteria score library including the plurality of selection criteria, each of the plurality of selection criteria having a corresponding criteria score; and

the criteria score library and the criteria weight library in communication with the criteria selection matrix.

4. The selection system of Claim 3 further comprising a selection module operable to select a dialogue model from the dialogue selection table based on the calculated dialogue score.

5. The selection system of Claim 2 further comprising:

a user interaction module operable to determine whether the selected dialogue model satisfies the request; and

a feedback module associated with the criteria scoring matrix.

6. The selection system of Claim 5 further comprising the feedback module operable to adjust at least one of the plurality of criteria weights.

7. The selection system of Claim 5 further comprising the feedback module operable to adjust at least one of the plurality of criteria scores.

8. The selection system of Claim 5 further comprising the feedback module operable to adjust the dialogue score ranges of the dialogue selection table.

9. The selection system of Claim 2 further comprising the plurality of selection criteria including at least three criteria selected from the group consisting of cost, customer satisfaction, automation rate, task completion rate, task complexity, confidence of outcome, time in system, list length, interface of previous node and dialogue state counter.

10. The selection system of Claim 2 further comprising the dialogue selection table including at least two user interface dialogs selected from the group consisting of speech statistical language model/natural language understanding, speech directed dialogue, touch tone Interactive Voice Response, and service representative.

11. The selection system of Claim 2 further comprising the criteria matrix operable to calculate a dialogue score by calculating the criteria weight of a selected criteria multiplied by the corresponding criteria score of the selected criteria.

12. The selection system of Claim 2 further comprising the criteria matrix operable to calculate a dialogue score based upon two selected criteria by adding:

a criteria weight multiplied by a criteria score of a first selected criteria; and

a criteria weight multiplied by a criteria score of a second selected criteria.

13. The selection system of Claim 2 further comprising the criteria matrix operable to calculate a dialogue score based upon three selected criteria by adding:

a criteria weight multiplied by a criteria score of a first selected criteria;

a criteria weight multiplied by a criteria score of a second selected criteria; and

a criteria weight multiplied by a criteria score of a third selected criteria.

14. A criteria matrix for determining a dialogue score comprising:

a criteria weight module operable to receive a plurality of criteria weights from an associated criteria library;

a criteria score module operable to receive a plurality of criteria scores from an associated criteria score library;

a dialogue scoring module operable to calculate a dialogue score, the dialogue score equal to the sum of each criteria weight multiplied by a corresponding criteria score; and

a dialogue selection table having two or more dialogue score ranges corresponding to two or more dialogue types.

15. The criteria matrix of Claim 14 further comprising a feedback module operable to adjust at least one of the plurality of criteria weights.

16. The criteria matrix of Claim 14 further comprising a feedback module operable to adjust at least one of the plurality of criteria scores.

17. The criteria matrix of Claim 14 further a feedback module operable to adjust the dialogue score ranges of the dialogue selection table.

18. A user interface dialogue model selection method comprising:

receiving a node of a communication action;

retrieving one or more criteria scores and one or more corresponding criteria weights;

calculating a dialogue score by summing the criteria scores multiplied by each corresponding criteria weight; and

selecting a user interface dialogue model based upon the calculated dialogue score.

19. The method of Claim 18 further comprising selecting the user interface dialogue model by comparing the calculated dialogue score to a dialogue selection table listing at least two dialogue score ranges and corresponding dialogue models.

20. The method of Claim 18 further comprising:

monitoring whether the selected dialogue model completed the communication action; and

selectively adjusting the dialogue matrix based upon feedback from the monitoring action.